



# PSC NEWS

## Missouri Public Service Commission

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### TECHNOLOGY + CONVENIENCE = CUSTOMER-FOCUSED GOVERNMENT

### PSC HEARINGS LIVE ON THE WEB

Jefferson City (June 27, 2002)---Media representatives seeking to cover Public Service Commission hearings in the past had to decide whether to tie up a day and come to Jefferson City to cover the proceedings. Customers wanting to watch the hearings had to decide whether to take off work to come to the Governor Office Building. Businesses and attorneys had to tie up resources away from the office to attend a hearing before the Commission. **Not any longer.**

The Missouri Public Service Commission announces that formal hearings are available **LIVE** on the PSC website. Now anyone in the world who has Internet access can watch Missouri Public Service Commission hearings from their computer at home, in the newsroom or at the office.

"This technology will enable us to better serve our customers," stated PSC Commission Chairman Kelvin Simmons. "We are excited about being able to send live Commission proceedings into newsrooms, business offices and the homes of Missouri consumers. Before interested citizens had to come to Jefferson City, to our hearing rooms, to watch the proceedings. This technology enables them to watch proceedings from their own computers, saving them time and expense. We believe the media will find this a valuable tool, especially those that cover utility issues from all over the state," stated Chairman Simmons.

**This new technology advances the Commission's goal of making the PSC more open and accessible to the general public.** "We believe that this is another good example of state government using technology to benefit its customers," stated Chairman Simmons.

This new technology can be accessed by going to the PSC's webpage [www.psc.state.mo.us/](http://www.psc.state.mo.us/). Once you access the webpage, simply click on **WEBCAST** on the right side of the page. The Live Video Webcast page contains system requirements and basic instructions on how to receive PSC hearings live. As the database of hearing videos grows, an archive of previous hearings will also be available on the Commission's webpage.

(More)

This new technology will also benefit the Staff of the Missouri Public Service Commission, making it more efficient.

“The PSC Staff can listen to a hearing from their desktop computer while engaged in other work activities,” stated PSC Executive Secretary/Chief Regulatory Law Judge Dale Roberts. “Staff members waiting to testify in cases before the Commission won’t have to be in the hearing room until their issue comes before the Commission. By monitoring the proceedings through their computer, they will be able to stay at their desk and proceed to the hearing room when it is time for their issue to be presented to the Commission,” stated Roberts.

In addition to live webcasts of PSC hearings, the Commission is close to unveiling to the general public an electronic filing and information system. This will enable testimony in a case to be electronically available to all parties in the case as well as the general public.

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